



## Administrative Office of Courts

ACDD, MIS, Juvenile, & Traffic Divisions

# TECHNOLOGY UPDATE

### Welcome

Welcome to *Technology Update!*

In this issue, we will focus on the new phone system and how it works. This will improve our ability to communicate within the Courts. We will also introduce you to two new systems that are in place for our ACDD division and our Traffic Service Center division.

As always, if you have any awards, questions, or special features you would like to see us cover in one of our issues, please e-mail us at [newsletter@alacourt.gov](mailto:newsletter@alacourt.gov).

Volume 1, Issue 4, July 2005



**Alabama Judicial Building**  
300 Dexter Avenue  
Montgomery, AL 36104

### Newsletter Spotlight

Welcome

New Phone System

Spectrum Card

AlaPay

PC Training

New Phone Directory



### New Phone System

All 800 numbers are consolidated into 1-866-954-9411. The local number for AOC is 334-954-5000. Internal calling is done using only the last 4 digits, for example 954-5000 would be 5000. This new system has saved money and will save time with call handling and call routing. The new phone system is set up to help eliminate busy signals by allowing the caller to enter an individual's extension. By entering a direct extension through the directory, it eliminates having to be transferred from one person to another. The main number allows callers to use a directory when an individual's extension is unknown. Option 1 from the main number is designated for the PC and Technology helpdesk. Option 2 is designated for Finance and the Purchasing division. Option 3 is designated for the Legal division. Option 4 rings the Personnel division. Option 6 is designated for Family Court. Option 7 is for the Print Shop and Option 8 allows callers to search the directory. A copy of the new phone list can also be found on page four of this newsletter.

List of current 800's **NOT** included in the above consolidation:

1-866-954-9399-Traffic Call Center  
1-866-954-9411-Main  
1-877-774-9513-Child Support Line  
1-888-726-9799-Child Support IVR  
1-866-954-9388 Reserved – Not Used  
1-866-954-9377 Reserved – Not Used



### Additional Editor

Joshua McCartha, Information Systems Support Specialist for AOC, will be joining our editorial staff for this newsletter. Joshua started work with AOC in May 2005. We are looking forward to his input to help us continue providing you with updated information.

[Continued on Page 2](#)

Questions or comments? E-mail us at [newsletter@alacourt.gov](mailto:newsletter@alacourt.gov)

### July Birthdays

**01 Shel Singleton**



Editors:

*Jeremy Darabaris*  
*Jennifer McCartha*  
*Joshua McCartha*  
*Shel Singleton*



## Administrative Office of Courts

ACDD, MIS, Juvenile, & Traffic Divisions

# TECHNOLOGY UPDATE

### **Debit Card Latest Method to Receive Court Ordered Child Support**

The Alabama Central Disbursement Division (ACDD) is now offering child support recipients the option of having their child support payments deposited to an AmSouth Spectrum Card, a Visa-branded card, which works like a debit card, in addition to the traditional methods of paper checks or electronic deposits. The Spectrum Card has the look of a Visa card, but it is not a credit card because you are using your own money.



[www.spectrumcardmyaccount.com](http://www.spectrumcardmyaccount.com)

#### ***Money Immediately Available***

The Spectrum Card is a versatile option. Advantages are immediate use of child support money, even away on business or on vacation.

#### ***Convenient***

No longer will child support recipients have to pay check-cashing fees or waste time standing in line to cash their check, because funds are on the card ready to use. The Spectrum Card will avoid the possibility of checks being lost or stolen and the delays of waiting for a replacement check. The Spectrum Card can be used to make purchases at any merchant who accepts Visa debit cards and gives the opportunity of purchases online and by mail order.

#### ***Better Cash Management***

Each month, a statement will be sent to the cardholder of the card activity.

#### ***Getting Money is Easy***

Cardholders can make one free ATM cash withdrawal after each child support payment is deposited at any AmSouth or Allpoint ATM. In addition, cardholders can get cash back with no fee when the card is used for their purchase at locations such as grocery stores and other points of sale where Visa debit cards are accepted.

#### ***The Spectrum Card is Available Now***

Enrollment certificates have been mailed to child support recipients in four pilot counties and will be statewide by the middle of August.

#### ***Cost Effective***

This is a way of helping child support recipients have more efficient use of their monies. The court system also benefits from the savings of check stock, printing, mailing and man-hours processing.

If your office receives inquiries about the Spectrum Card, please have them contact an ACDD customer service representative at 1-877-774-9513.

Need help with a computer related problem or interested in learning more about Basic PC maintenance, Microsoft Word, Excel...online? For answers to the most common questions, visit <http://helpdesk.alacourt.gov>

This is a nice link that might interest you.

[http://www.ncsconline.org/d\\_tech/courttechbulletin/](http://www.ncsconline.org/d_tech/courttechbulletin/)

#### **Note:**

The links found in the newsletter are not interactive, you will need to copy and paste or type in the address to the web address bar.

### **New Employee**



**Josh Peavey**

My name is Josh Peavey. I grew up here in Montgomery. I attended Brewbaker Technology Magnet High School. I was involved in the information technology program and took programming and networking classes. I attend Auburn University here in Montgomery and my major is Management Information Systems (MIS). I started here at AOC on July 5. Since I've lived in Montgomery my entire life, I'm looking forward to traveling the state with my new position. Aside from working with AOC full-time, I also manage Wet Pets and Pups pet store on the weekends.

[Continued on Page 3](#)



# TECHNOLOGY UPDATE

## Pay traffic fines while surfing Web

By **Mike Linn**

Montgomery Advertiser

PRATTVILLE -- Speeders zipping through Autauga County won't have to pay their traffic tickets via snail mail or a trip to the courthouse anymore.

A new program, implemented through the Alabama Administrative Office of Courts, allows motorists to pay their traffic fines online. The program was introduced statewide Dec. 1, and has been implemented in 89 percent of Alabama's district courts so far, with eight courts remaining. The program is unavailable at the municipal court level.

The program, for tickets issued by state police and county sheriff's deputies, has helped curb workloads for court officials and has been a blessing for residents too busy to pay via other methods, said Whit Montcrief, Autauga County circuit clerk. "It has certainly made things easier," he said.



April Johnson, supervisor of the Alabama Traffic Service Center, describes Tuesday how [alapay.com](http://alapay.com) allows traffic fines to be paid online or over the phone. The traffic service center is in the Judicial Building in Montgomery.

-- Photos by Mickey Welsh Advertiser

### ON THE WEB [www.alapay.com](http://www.alapay.com) PAYING ONLINE

The amount of money for traffic tickets paid through online transactions in Alabama nearly has quadrupled since March.

- **June:** \$250,000
- **May:** \$195,000
- **April:** \$120,000
- **March:** \$65,000

Source: Alabama Administrative Office of Courts

So far, speeders using the online payment method -- established May 23 in Autauga County, Jan. 11 in Elmore County and March 28 in Montgomery County -- have done so in rare cases. However, the pace "is picking up rapidly," said Mike Carroll, technology manager for the Alabama Administrative Office of Courts.

In June, about 10 percent of traffic tickets were paid online -- a four-fold increase over March's online total. "We expect that percentage to rise dramatically as the word gets out. I do not think it will be the primary method (of payment), but it will be a very important tool for us. The benefits are 24/7 availability for the public, no looking for a parking place, waiting in line, etc. And, we can process the payments faster than a face-to-face transaction," Carroll said in an e-mail to the *Montgomery Advertiser*.

Officials said about 25 people given tickets in Autauga County paid their fines online.

Mitchell Davis was waiting in the Autauga County Courthouse on Monday to pay a ticket for going 85 mph in a 55 mph speed zone. Davis, a

truck driver, took the day off to pay his fine.

"It's a good idea," he said of the online method. "Any time there are more options, it's good, especially for people who live out of town."

Asked if he would use the online payment method in the future, he said: "I don't plan on getting any more tickets."

Paying online is acceptable for tickets that don't require a district court appearance, which includes most minor traffic violations. Violators who want to use the online method must pay a 4-percent convenience fee, a charge levied by the bank handling the transaction. That's almost \$7 extra on the average \$172.50 speeding ticket.

Mailing in payments with a money order also is acceptable, but that costs additional money in stamps, time and fees for money orders, less than 4 percent if obtained at a post office but often more if obtained through a bank.

"We're trying to get a lot of information out to the public on this through the technology we have available," said Fred Lilly, help desk manager at the Alabama Traffic Service Center. "We're trying to make things easier on the taxpayer."



[Alapay.com](http://Alapay.com) allows state traffic fines to be paid online. The Alabama Traffic Service Center is in the Judicial Building in Montgomery.



# Administrative Office of Courts

ACDD, MIS, Juvenile, & Traffic Divisions

## TECHNOLOGY UPDATE

### Training for Baldwin County:

Jessica Crawley and Shel Singleton recently teamed up to bring more than 40 employees in Baldwin County up to speed with their pc skills. Judges, Clerks, Judges staff and other County officers attended the course taught at the Technology Center of Faulkner State Community College in Bay Minette, AL. This double-session course included training for Intro to PC's, Intro/Intermediate Word, and Outlook. Jessica and Shel were also available to answer pc questions at the end of each session. Training is available in Intro, Intermediate and Advanced level courses for Word, Excel, Outlook, Internet Explorer and PowerPoint. Please contact Fred Lilly at the Technology Helpdesk at 1-866-954-9411, Option 1 for a training session at a facility in your local area.

### ADMINISTRATIVE OFFICE OF COURTS

#### TELEPHONE DIRECTORY

July 13, 2005

Alicia Cannon	5029	Hunter Rolling	5051	Lynne Thrower (LEG)	5070
April Johnson	7115	Jack Doane	5011	Mark Craymer	5028
Ashley Swift	5012	Janice Johnson	5108	Michael Dinkins	242-0389
Barbara Parks	5013	Jason Hodges	5053	Michael Gregory	5072
Baron Preston	242-0388	Jason McDonald	5054	Michelle Brown Stanley	353-5446
<b>Bob Bradford (FIN)</b>	5031	Jeannine Stringer	5055	<b>Mike Carroll (MIS)</b>	5010
Bob Maddox	5032	Jennifer McCartha	5016	Mike Moore	5025
<b>Callie Dietz (FC)</b>	5033	Jeremy Darabaris	5017	Mittie Chappell	5074
Cary McMillan	5034	Jessica Crawley	5056	Nathan Wilson	5075
Charles King	5027	JessePaul Jackson	5057	Neal Armstrong	5076
Cheryl Lenoir	5035	Jill Hawthorne	5058	Patricia A. Johnson	242-0389
Chiandra Thomas	7113	Jimmy Blackwell	5059	Paula Collins	5078
Cindy Wooten	5104	Joe Bruner	5018	Ramona Brown	5079
Chuck Haveard	5038	<b>Joey Newton (PER)</b>	5100	<b>Randy Helms (ADC)</b>	5080
David Melton	5037	John Hill	5150	Rob Sachar	5081
David Williams	5039	Joy Evans	5061	Sam Wingard	242-0363
David Sawyer	5040	Josh Peavey	5052	Shel Singleton	5022
Dean Hartzog	5041	Joshua McCartha	5090	Steve Leveque	5083
Donna Richburg	5042	Karen Trussell	5063	Steve Stokes	5060
Ed Johnson	5101	Keisha Stephens	2207	Steve Tomberlin	5084
Eric Anderson	5044	Keisha H. Thomas	5064	Susan Lee	5023
Eric Jackson	5045	Larry Forston	5065	T.J. Mercer	5085
Eric Locke	5046	Leslie Jacques	5066	Tammy Taff	5086
Erica Coleman	5047	Lisa Coker	5014	Tina Gaddis	5109
Evelyn Moore	5048	Lisa Gilliland	5103	Titlayo Johnson	5105
Fred Lilly	5027	Liz Duke	5020	Tom Monroe	5088
Gay Pitts	5102	Louise Nelson	5068	Wally Lowery	5089
Gloria Wardell	5015	Lynne Spencer	5069	Zinnie Pettus	5024

\* Prefix = 954

\* Dial = "8" Outside Line (Local or Longdistance)

<b>AOC Oper. Asst.</b>	353-5700	<b>Security Parking</b>	353-7230	<b>Supreme Court</b>	
<b>Fax</b>	242-2099	<b>Bldg Main</b>		Drayton Nabers, Jr.	
<b>Conference (ADC)</b>	343-1769	Kermit Suggs	242-4775	(Chief Justice)	242-4599
<b>Conference (MEZ)</b>	353-5619	Billy Houlton	242-4208	Faye McCall	242-4599
<b>Conference (Form)</b>	242-0403	Lela Taylor (Sec)	242-4772	Robert Esdale	242-4609
<b>Data Ctr/HelpDesk</b>	353-5369	Willie James/Marshall	242-4346	<b>Civil Appeals</b>	242-4093
<b>Print Shop</b>	954-5036	<b>Bldg Mailroom</b>		<b>Criminal Appeals</b>	242-4590
<b>Records Mngmnt</b>	242-0855	Marvin Humpries	242-4086	<b>Judicial Inquiry Comm.</b>	242-4089
<b>Toll-Free</b>		Ricky Harris	242-4086	<b>State</b>	242-7230
AOC	1-866-954-9411	<b>Judge John Davis</b>	954-5043	Capitol Police	242-0700
	1-334-954-5000	<b>MGM Co Cths</b>	832-4950	CJIS	242-4900
Help Desk	1-800-216-8860	<b>Credit Union</b>		Comptroller	242-7050
Court Ref	1-800-821-1371	Downtown	263-4719	<b>Sentencing Commission</b>	
Data Ctr	1-800-216-8861	<b>Supreme Court Library</b>		Lynda Flynt	353-4830
Records Mngmnt	1-800-216-8859	Tim Lewis	242-4347	Mary Duncan	353-4829
<b>Child Support</b>	1-877-774-9513	Computer Lab	353-7277	Melissa Morrison	353-4828
<b>Traffic Ctr</b>	1-866-954-9399				
<b>Security Lobby</b>	242-4776				